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MAR 11 2003

Federal Communications Commission  
Office of the Secretary

Docket # 98-170

9 Written Presentations  
To Chairman Powell

98-170

**From:** Linda Nguyen  
**To:** Mike Powell  
**Date:** 3/3/03 11:14PM  
**Subject:** FCC should do more re wireless

Linda Nguyen  
310 N. Thayer Street T-1  
Ann Arbor, MI 48104

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MAR 11 2003

Federal Communications Commission  
Office of the Secretary

March 3, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

Dear Chair Powell:

**As** a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers
- Require carriers to grant new customers a reasonable trial period. allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Linda Nguyen

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**MAR 11 2003**

*Federal Communications Commission  
Office of the Secretary*

**From:** Toni Rabin  
**To:** Mike Powell  
**Date:** 3/4/03 10:07AM  
**Subject:** FCC should do more re: wireless

Toni Rabin  
30 Highridge Road  
New Rochelle, NY 10804

March 4, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

Dear Chair Powell:

**As** a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration

Sincerely,

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MAR 11 2003

Federal Communications Commission  
Office of the Secretary

Toni Rabin

**From:** Awilda Cruz  
**To:** Mike Powell  
**Date:** 3/4/03 10:09AM  
**Subject:** FCC should do more re: wireless

Awilda Cruz  
92 Crisfield Street #4  
Yonkers, NY 10710

March 4, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

Dear Chair Powell.

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Thank you for your consideration

Sincerely,

Awilda Cruz

**From:** Lou Ann Bensinger  
**To:** Mike Powell  
**Date:** 3/5/03 10:44PM  
**Subject:** FCC should do more re: wireless

Lou Ann Bensinger  
2577 N. Jefferson Rd  
Midland,, MI 48642

March 5, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

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Thank you for your consideration

Sincerely,



Lou Ann Bensinger

**From:** Mary Louise White  
**To:** Mike Powell  
**Date:** 3/5/03 4:41PM  
**Subject:** FCC should do more re: wireless

Mary Louise White  
617 Locust Road  
Wilmette, IL 60201

March 5, 2003

Chair Michael Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

Dear Chair Powell:

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Thank you for your consideration.

Sincerely

Mary Louise White

**From:** Mary Louise White  
**To:** Mike Powell  
**Date:** 3/5/03 4:40PM  
**Subject:** FCC should do more re: wireless

Mary Louise White  
617 Locust Road  
Wilmette, IL 60201

March 5, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

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Thank you for your consideration

Sincerely,

Mary Louise White

**From:** Richard Crespin  
**To:** Mike Powell  
**Date:** 3/4/03 11:47PM  
**Subject:** FCC should do more re: wireless

Richard Crespin  
1450 Oak Meadows Dr #10  
Taylorsville, UT 84123

March 4, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

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Thank you for your consideration.

Sincerely,

Richard Crespin

**From:** Ron Johnson  
**To:** Mike Powell  
**Date:** 3/4/03 10:21AM  
**Subject:** FCC should do more re: wireless

Ron Johnson  
11441 NIH 35 #18104  
Austin, TX 78753-2973

March 4, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

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Thank you for your consideration

Sincerely,



Ron Johnson

**From:** Nicole Warfield  
**To:** Mike Powell  
**Date:** 3/5/03 11:48PM  
**Subject:** FCC should do more re: wireless

Nicole Warfield  
P.O. Box 55451  
Indianapolis. IN 46220

March 5, 2003

Federal Communications Commission Chair Michael K. Powell  
445 12th St SW  
Rm 8-A204  
Washington, DC 20554

Dear Chair Powell:

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- Limit the equipment options that carriers lock the consumer out of for reason of generating more revenue by forcing the consumer to use a certain type of service. I am a Cingular customer that purchased one of the newest GSM Motorola phones. After more than two-weeks of frustration, not

getting clear cut answers from Cingular, I found that my phone has options that are locked from me. One feature that is locked does not give me an option on how I want to connect to services offered by Cingular. I am forced to utilize the more expensive option in my home area as I can not choose between the more expensive option or the least expensive option. The price difference is \$3.00 and possibly more depending on my usage. That equals to a minimum of an extra \$36.00 in revenue to Cingular. Add this up to every customer and you can **see the** potential revenue Cingular stands to gain because they are forcing the customer's hand. I think this is greatly unfair and unethical as Cingular does not disclose this information. Thank you for your consideration.

Sincerely,

Nicole Warfield